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POLICE DEPARTMENT**



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Chief of Police**

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Mayor**

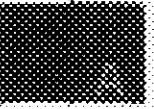
DOCKET 08-51

NON-INITIALIZED PHONES

STATE OF CONNECTICUT

Submitted by

**Jeffrey Vannais
Connecticut Enhanced 9-1-1 Commission**



EAST HARTFORD
POLICE DEPARTMENT



Mark J. Sirois
Chief of Police



Melody A. Currey
Mayor

LETTER OF INTRODUCTION

DOCKET 08-51

NON-INITIALIZED PHONES

EAST HARTFORD

POLICE DEPARTMENT



Mark J. Sirois
Chief of Police



Melody A. Currey
Mayor

TO: Federal Communications Commission

FROM: Jeffrey Vannais
PSAP Representative, Connecticut Enhanced 9-1-1 Commission
Communications Supervisor, East Hartford Police Department

DATE: June 23, 2008

SUBJECT: **Docket 08-51**
Non-initialized phones

I have struggled for some years to find a way to bring the issue of calls from non-initialized phones to 9-1-1 PSAP's to your attention. Some of those attempts are chronicled in a letter I sent to the FCC earlier this year in support of the petition from the Tennessee Emergency Communications Board (copy enclosed).

It came to my attention a while back that Lynn Questell, Director of the TECB, was organizing a petition for submittal. We used a form that was developed by the TECB and customized it for Connecticut. I solicited input from our PSAP's for a one and one half month period (March 15, 2008-April 30, 2008). A few of them responded. Those submissions are included in this packet, along with a summary of the findings.

The State of Connecticut Office of Statewide Emergency Telecommunications had attempted to do a survey back in 2005, but did not get enough responses to move forward. They attempted the survey primarily at my request because of a number of calls we had been receiving from a non-initialized phone. The calls came in at the same time in the afternoon (which coincided with the dismissal time for our Middle School), and reported incidents such as structure fires, fights, etc. Copies of the computer-aided dispatch entries are included in this packet for the purpose of illustrating the utter waste of resources, the increased danger to the public and responders due to large fire trucks speeding to false incidents.

I understand the good-heartedness of those people who thought that it would be a good thing for us to provide free cell phones to endangered members of the community should they find themselves in a situation where they would need to call 9-1-1. In fact, these phones do not provide what the public has come to expect or perceive when dialing 9-1-1. Most people think that when they dial 9-1-1, we at the PSAP know where they are without even having to ask. However, not only can we not locate them when

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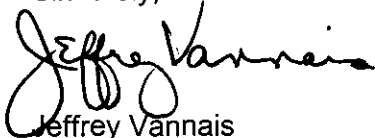
EAST HARTFORD

POLICE DEPARTMENT

there is no voice contact, but if the phone gets disconnected, we can't call them back either.

I am hopeful that my fellow PSAP managers have done their job and provided you with other evidence of the magnitude of this problem. I believe the intent of the petition from the folks in Tennessee originally was to ask for the ability to block just the harassing callers. In my opinion, this does not go far enough. The right thing to do, either for the members of our society who need special communications, or for the citizens in the path of emergency vehicles responding to false events, or for the true victim of an emergency who will have to wait for help because the emergency vehicles closest to him/her are tied up going to that false call, is to turn those phones OFF. As I said in my original letter, if I don't pay the bill for the phone connected to the public switched telephone network that sits on my kitchen counter, it gets turned off. No dial tone. Cell phones should be no different. Thank you.

Sincerely,



Jeffrey Vannais
Communications Supervisor
East Hartford Police Department
East Hartford, Connecticut

PSAP Representative
Connecticut Enhanced 9-1-1 Commission

EAST HARTFORD
POLICE DEPARTMENT



Mark J. Sirois
Chief of Police

COPY



Melody A. Currey
Mayor

TO: Federal Communications Commission

FROM: Jeffrey Vannais
PSAP Representative, Connecticut Enhanced 9-1-1 Commission
Communications Supervisor, East Hartford Police Department

DATE: February 14, 2008

SUBJECT: Uninitialized phones

I have been communicating for some time with others in the emergency communications field on the issue of non-initialized cellular phones. Many of us agree across the country that the order issued by the FCC on December 1, 1997 that mandates that wireless carriers must process 9-1-1 calls from uninitialized phones has caused a serious problem for the public safety community. Every dispatch center employee I talk to tells stories of how their center has been involved in dispatching public safety resources to countless false calls.

At the APCO Conference in 2002, I asked a question of the members of the FCC Regulatory Panel that is gathered each year at this conference- here is the reference in the 9-1-1 dispatch notes for the conference that were published on the Internet:

"An audience member asked if the FCC might revisit the issue of uninitialized wireless phones. The panelists noted that they just issued rules to require a distinctive phone number to be transmitted to the PSAP. However, the FCC would rather deal with the bad consequences of uninitialized phones rather than turning them off completely. They also noted receiving a letter from a public safety agency asking for clarification: can a carrier cut off an uninitialized phone if a PSAP reports that it's being used to harass?"

The panel members never answered either question.

In 2006 I asked if we could use the form developed by the Tennessee Emergency Telecommunications Board to attempt to gather information from our 107 PSAP's regarding calls from uninitialized phones. I received some responses via e-mail, others by phone, and due to other work considerations did not have time to follow up. In our own personal experience in East Hartford, we have dealt with a myriad of these calls from time to time. Many of them are simply hang-ups that are untraceable. This does cause another problem from a management standpoint. Our dispatchers are used to

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closure- they receive a call for help, and they send the help. They have completed their mission, and then move on. With these calls from uninitialized phones, there is always the question of whether or not it was actually someone calling for help that they could not reach. Other calls, though, made by people who know they can't be traced or found, are made to report false incidents. We had a youngster from our Middle School making calls every afternoon when he arrived home from school. He would report structure fires, robberies, and other serious incidents, always at an address that was close enough to where he lived so he could see the responding units. We know this because we were finally able to catch him- only because he bragged to his friends about what he was doing.

The request in the petition is to have the ability to block harassing calls. I believe that this does not go far enough. Wireless carriers had offered to take care of the groups that have been championed as being the logical recipients of these phones- battered women, elderly citizens. We should ask them again if they are still willing. If so, at least we would be giving these people phones that can be called if need be, and traced on our Phase II maps. Hopefully, then we could convince all of you that the real solution is to turn these phones off completely. If you stop paying the bill for your wireline phone, you lose dial tone. Cell phones should be no different.

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C

EAST HARTFORD
POLICE DEPARTMENT



Mark J. Sirols
Chief of Police



Melody A. Currey
Mayor

HISTORY

DOCKET 08-51

NON-INITIALIZED PHONES

The New York Times

March 16, 2000

Old Cell Phones Can Still Call 911

By ROY FURCHGOTT

SECUREALERT has been marketing its Magnavox Mobile911 emergency-only cell phone with a tantalizing proposition: It will call 911 from just about anywhere in the United States, and there is no charge for the service.

But many people may already have such a phone without knowing it. Any old, decommissioned cell phone can be used to make 911 calls, as long as the battery is good.

The Federal Communications Commission requires all cell phone service providers, like Sprint, AT&T and Bell Atlantic, to accept 911 calls from any wireless phone -- even one that no longer has a phone number or service contract.

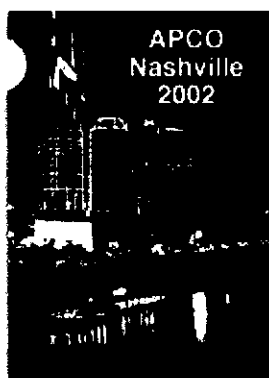
On cell phones that are under a service contract, emergency services can quickly obtain information about the user -- including name and address -- that would be helpful in locating a dazed caller. Such information is not available with uninitialized phones, including the Mobile911. New triangulation technology may soon allow wireless service providers to locate the source of any call.

In general, all wireless phones have some weaknesses as emergency devices. Although the F.C.C. has ruled that 911 should become the universal emergency number, not all areas of the United States have the service, so calls in some areas might go unanswered. And as anyone with a wireless phone knows, you cannot always get a signal -- even in the middle of a large city. Also, wireless phone networks are not available in 20 to 30 percent of the United States, although most of those areas are unpopulated.

There may be other disadvantages to using uninitialized cell phones for 911 calls. For example, signals from old phones that operate on an analog network would not be picked up by a digital-only service like Sprint. In some areas, that could reduce the chance of a message getting through.

SecureAlert says its phone, which is priced at \$199, has advantages over using an old wireless phone. "We have powered it with AAA batteries, which will give you use for well over a year without charging and recharging," said Brian Boling, a partner in SecureAlert L.L.C., which licenses the Magnavox brand name. The phone also has a single, large 911 button, making it easy to use. And it has a siren to attract help.

Used wireless phones can be purchased from Web auction sites for less than \$10, and even though uninitialized phones have drawbacks, they are not far worse than regular cell phones, and they are certainly better than nothing.



Preview

Tuesday
Wednesday
Thursday

Nextel originally was to sponsor the Charlie Daniels band appearance, but pulled their money weeks before the conference. Instead, they routed Rudi Giuliani to the conference. Nextel hired the former mayor's consulting company to work on the 800 MHz interference issue.

Drew Carey might have appeared at a non-APCO concert during the conference, but the plan was dropped when Tennessee opposition materialized.

The "Huh?!" Award goes to Thales Communications, which parked its Ibis Tek Cobra vehicle on trade show floor. So what? It's a Chevy Excursion which can be equipped with a 12.7mm machine gun. Oh, the weapon itself couldn't clear customs, a company rep said.

The "Bad Form" Award goes to Raytheon, who sent mixed signals in a Dallas Morning News story being handed out at the company's trade show booth. In the story, the company's Dale Craig claims their First Responder comm vehicle would have saved lives after the Sept. 11th attacks. In another passage, the reporter says the vehicle is Raytheon's "hope for getting a piece of \$3.5 billion budgeted next year for homeland security's first-response support." Which is it-- money or lives?

Wireless microphone interference during the town hall was not caused by Nextel.

2002 Annual Conference

Association of Public-Safety Communications Officials (APCO)

by Gary Allen

Big Guest, Big Issues

It doesn't get bigger than former New York City mayor Rudi Giuliani--- and he'll appear at Wednesday's session thanks to Nextel. Perhaps he'll touch on a big issue-- Nextel as a source of interference in the 800 MHz band.

The first day of the conference kicked off with a panel discussion that APCO billed as a "town hall" meeting, chaired by former New Hampshire governor and presidential chief of staff John Sununu. It continued with panels of FCC officials discussing spectrum and wireless E911 issues, awards from the 911 For Kids program, and an earlier preview of the trade show.

APCO president Glen Nash noted that conference committee had the challenge of presenting an event that included homeland security issues, but which still focused on the everyday challenges of 911. He outlined the coming days' events and emphasized that person-to-person networking was an important part of the conference experience.

Nash said the first four students to graduate from APCO's Virtual University will receive their diplomas later this week. The program offers on-line courses in public safety communications that can be taken at the student's pace. The current graduates will receive Associate Degrees in Applied Science, but within two years the program will generate its first Bachelor's Degree graduates.

Mario Trevino, chief of the San Francisco Fire Department, gave the first address to the 9 a.m. crowd of 1,500 in the convention center ballroom. Trevino mentioned public safety communications only once (using the word "dispatcher"), but rather focused on providing public safety services after Sept. 11th. He recounted how he was personally affected by various terrorist acts in the past, and how each person in public safety has a moral obligation to be prepared for the worst type of incident.

In light of the Sept. 11th terrorist attacks, APCO temporarily changed how its annual awards are handed out. This year, the association gave awards to the comm center staffs of the New York City police and fire departments, the Arlington County (Virg.) Communications Center, and the Somerset County (Penn.) 911 Emergency Center. Each award was sponsored by a corporate APCO member, and was accepted by representatives of the centers.





Town Hall

Gov. John Sununu (right) spoke dynamically and was obviously well-briefed on the issues of public safety communications. He engaged two panels of three persons representing the government and corporate sectors. He observed that communications has clearly been, "the only significant negative part of the analysis" about the Sept. 11th response. He said there will be all sorts of "polite" political analysis. "But the fact is, if we are honest with ourselves, and take a good, honest look at what went wrong, it is that there was no capacity to interact across systems." He said before Sept. 11th, there was no willingness on the part of agencies and cities to cross over boundaries.

He said the challenge is to find, "a way to create a system of incentives and a system of cooperation, so we can all participate in the resolution of those problems."

He identified state-level responsibility as being a key solution to the communications problem. He urged state-level political action by governors and legislators to improve inter-agency communications, relying on the federal government only for funding and standards. He also suggested using private monies to solve public safety problems, by using more privately-developed and constructed networks for communications. He said privatization is common in Europe, and he claimed such a tactic in the U.S. could accelerate by five to 10 years the creation of interoperable public safety networks.

He then introduced Gov. John Engler (Mich.), U.S. Rep. Curt Weldon (Penn.) and Ron Miller, chief information officer for FEMA. Sununu engaged them in a discussion of public safety communications, including allocations and interoperability. Most of their conversation was a recounting of the need and the steps that have been taken so far. They all agreed that much more political action needs to occur before interoperability is achieved.

Engler helped get Michigan's state-wide public safety radio system off the ground, Weldon has been a long-time Congressional supporter of public safety radio, and Miller is a rather recent addition to FEMA charged with refreshing and improving its use of technology.

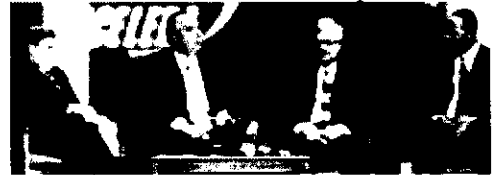


Weldon (left) drew the applause with his comments on public safety communications. He noted that Congress funds some \$4 billion on local enforcement, but much less on fire-related operations. He said that the military should share more of its technology with public safety. "Is public safety less important than having a digital television channel on a high-band frequency?" he asked, followed by applause.

Engler and Miller agreed on the need to consider private communications resources. "It would be folly to ignore private resources," Miller said. He noted that the federal government could provide funding through grants, which would set parameters to insure the money is used to create

interoperability.

The second panel consisted of Joshua Davidson of Accelerera, Michael Amarosa of True Position Inc., and Ozzie Ramos of Lehman Brothers. Davidson suggested using the private sector to develop, build and deploy communications networks, and to have government buy the radios to access that network. Amarosa said he understands that many public safety agencies feel the need to own and operate their own radio system. But he added that in today's environment, it's not necessary and, in fact, private networks are common on the telephone side of public safety operations.



The first session ended with a stirring medley of patriotic and military songs by Mass. State Police Sgt. Daniel Clark.

FCC Panels

Again this year APCO legal counsel Robert Gurss moderated a panel of FCC officials to help update and inform conference attendees. He introduced Peter Tenhula, legal counsel to FCC chair Michael Powell, Sam Feder, legal counsel to Commissioner Martin, Bryan Tramont, counsel to Comm. Abernathy, and D'Wana Terry, chief of the Public Safety & Wireless Division of the FCC.

Gurss noted that APCO and 17 other groups submitted what's being called a "consensus proposal" to the FCC to help end interference in the 800 MHz band. He noted that some had suggested making the interference "Best Practices" part of the FCC's regulations. He noted that the proposal actually increases the available spectrum for public safety.

On the recent allocation of spectrum in the 4.9 GHz band, Tenhula said service rules will be coming shortly. Gurss also discussed the FCC's strange definition of "public safety" when they made the allocation. Apparently the FCC wants to give commercial interests some right to use the band in order to jump-start hardware. APCO has filed comments objecting to the new definition, saying it could complicate use of the allocation.

Gurss asked about APCO's proposal to allow competitive frequency coordination, instead of limiting various services to just one coordinator. Terry said the issue had slipped below the surface temporarily, but will shortly receive a higher priority for consideration. Panelists also said that approval of some 700 MHz coordination plans should be made soon, too.

The FCC has written letters to the "Big 6" wireless carriers asking about their handling of ALI update, cost recovery and other issues. The Commission is apparently trying to regain a handle on the status of wireless E911 issues. Tenhula said that in the current era of "Pinnocchio-ism," the FCC appreciates APCO members keeping an eye on carrier reports and statistics to insure they are accurate and correct.



The FCC's Dale Hatfield is nearly finished with his report on wireless E911 issues, and it should be published next month, the panelists said. Hatfield was hired to look into claims being made by wireless carriers in connection with Phase II-- the accuracy police. His report is expected to identify problems in implementation and suggest solutions.

The panelists commented on the waivers granted to several small wireless carriers. They noted that only carriers asking for waivers received them--it was not a blanket "small carrier waiver." The FCC felt that these carriers didn't have the clout to drive research and development, and acknowledged that they had to follow the larger carriers choice of technology for Phase II. In any event, they noted that the final deadlines had not been waived, but rather the intermediate deadlines.

Gurss asked for the FCC's impression on carrier compliance with Phase II rules. Tenhula said that carrier CEOs are frequently meeting with Chairman Powell, and that Powell always mentions the Phase II issue. He said Powell is receiving "pretty strong" commitments from the CEOs, but he added, "We have to be vigilant."

The panelists said the FCC's information on PBX issues is probably "stale," and they'll need to re-visit it before moving forward.

During an audience question-and-answer session, former APCO president Joe Hanna suggested that carriers' Phase II non-compliance might jeopardize their eligibility to receive approve from the FCC. The idea wasn't entirely endorsed by the panel, but they didn't turn back the idea completely.

An audience member asked if the FCC might revisit the issue of uninitialized wireless phones. The panelists noted that they just issued rules to require a distinctive phone number to be transmitted to the PSAP. However, the FCC would rather deal with the bad consequences of uninitialized phones rather than turning them off completely. They also noted receiving a letter from a public safety agency asking for clarification: can a carrier cut off an uninitialized phone if a PSAP reports that it's being used to harass?

Project Retain

APCO's Project RETAIN, formed to study and suggest solutions to the chronic comm center staffing, has made great progress since it was started one year ago, according to a progress report the team issued today.

The group narrowed down the problems to recruitment and retention, and then devised some Best Practices that were presented to APCO's executive during the 2001 conference. The 10-page document focuses on the job classification, the hiring process (recruitment, testing and selection), compensation, staffing, recognition, working conditions and retirement. Most of the considerations under each section seem simple enough, but taken together, they form a comprehensive

and standardized resource that comm centers can use to create--or revise--their personnel practices.

Under "Working Conditions," the Best Practices suggest, "Allow for employees to eat away from their workstations," and Utilize work schedules that consider agency and employee personal and family needs." The "Retirement" section suggests that the length of service time for retirement should be, "reviewed in relation to the physical and emotional demands of work in a 9-1-1/PSCC."

For more information, contact project chair Julie Righter at jrighter@ci.lincoln.ne.us.

New Faces

There were new faces all around, both among attendees and the trade show exhibitors. New sponsors appeared for various events and awards, and APCO listed 53 first-time exhibitors for the trade show, including big-time companies Cendant Corp., Lockheed Martin and Raytheon. Overall, APCO listed 284 companies exhibited their products and services.

Accelera Wireless describes itself as a 20-year company that is, "a leader in APCO P25 network deployment." The company sponsored today's town hall meeting, but has otherwise been invisible to the public safety market--it's their first appearance. Nextel made a substantial appearance on the trade show floor again this year, even as they battle with public safety and other radio users to reconfigure the 800 MHz band.

APCO opened up the exhibit hall early, and offered wine and cheese to encourage attendees to show up. Not surprisingly, the convention floor was jammed with attendees, who swooped down on booth freebies and scouted out companies to check out when the exhibit hall formally opens on Tuesday.

Special Kids

About two years ago the 911 For Kids program began recognizing children who dialed 911 for help. They continued this year by recognizing four kids from the Nashville area and presenting them with plaques at a ceremony just before the trade show preview.

Kimberly Hunt is 6 years-old and dialed 911 in Greenfield (Tenn.) after her 10 year-old sister was hit by a car. She calmly gave a Weakley County dispatcher the location and other information. Her sister was later airlifted to a hospital.

April Hay is 10 years-old and lives in Nashville. She has actually dialed 911 for emergencies twice: once when an elderly neighbor fell and was stranded on the floor for two days, and again when her own grandmother fell down the basement stairs. During the second call a Nashville PD dispatcher gave the child pre-arrival instructions, which she dutifully followed.

Paige Keith is just 4-1/2 years-old, but expertly dialed 911 from her Hermitage home when her mother was injured while moving furniture. She confirmed her address to a Nashville PD dispatcher and opened the door when police arrived.

And **Kayla McLeod** dialed 911 using a cellular phone when her grandmother had breathing problems. She talked to a Nashville PD dispatcher, gave the location and certainly saved her grandmother's life with her quick actions.

Check our [photo album](#) for Monday, and Linda Olmstead's [photo albums](#).

Home

Screen test

Hang-ups, pranks just some problems area 911 dispatchers deal with daily

By Shawn R. Beals
Journal Inquirer

Emergency 911 calls are no joke.

Police departments treat every call seriously and send an officer to the valid 911 calls they receive.

But every 911 call may not signal an emergency. Some 911 calls that are made can be hang-ups, non-emergency calls, pranks, dead air, telephone programming mishaps, or any number of other errant calls.

"They don't just handle the calls, their job is so much more involved than that," Enfield Police Chief Carl J. Sferrazza says.

Enfield police dispatchers handle 911 calls for the police and fire departments along with non-emergency calls via the police department's regular line.

The dispatchers in departments larger than Enfield, such as the East Hartford Police Department, and smaller ones such as the South Windsor Police Department, do the very same thing.

They identify the emergency, decide where to send help and who should respond, give instructions to the caller and keep doing so until the first responder is on the scene, Sferrazza says.

One recent issue facing departments is the use of uninitialized cell phones, says Jeff Vannais, communication supervisor at the East Hartford Police Department.

Cell phones are required by the

FCC to be able to dial 911 as long as the battery is charged, even if they are no longer carrying paid service.

"It's a battle we're still fighting," Vannais says.

Vannais says the calls from uninitialized cell phones are problematic because there is no recognizable number or location to track the phone call from, unlike a land-line call which is immediately located by computers.

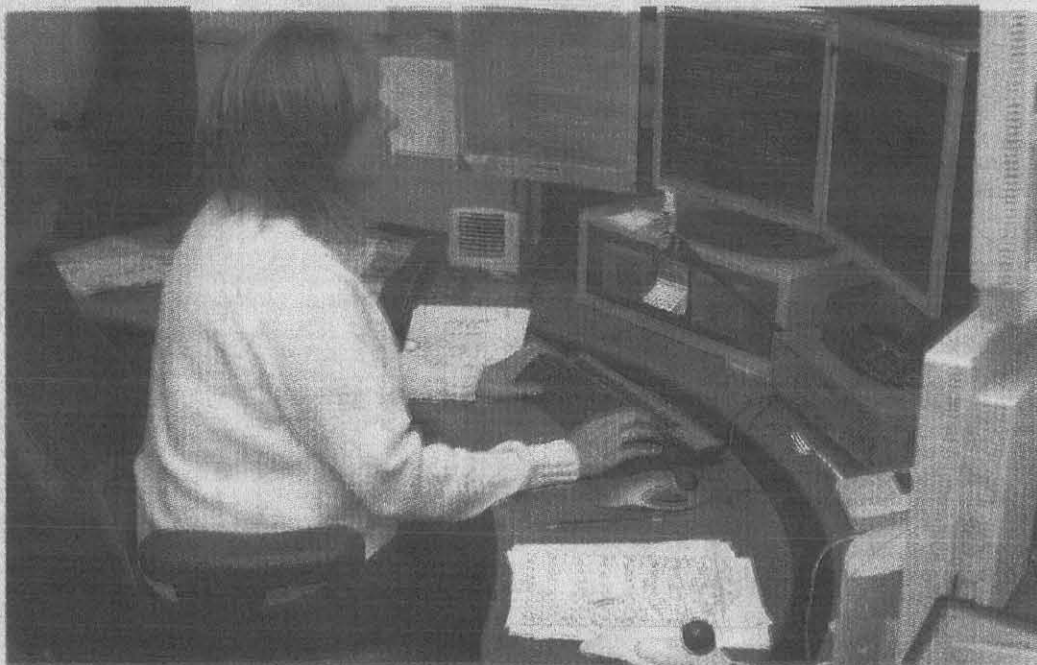
Many times people give their old cell phones to their children to play with after they get a new one and it no longer has paid service, Vannais said. Children dial 911 with the phones and in many cases do it multiple times.

Vannais says last year the department fielded a series of 911 calls when one child discovered he could make the emergency calls and told his friends about it.

Sgt. Scott Custer, spokesman for the South Windsor Police Department, says his department also recently had a series of calls from one area when a child was making calls from an old cell phone.

Enfield also receives sporadic calls from old phones, Sferrazza says.

This issue was just one small part of the National Emergency Number Association Technical and Operational Development Conference, which was held in mid-January in Nashville. Vannais spoke about the 911 call issues



Irena Pastorello/Journal Inquirer

Kelley McElroy, a dispatcher at the East Hartford Police Department, works her shift. East Hartford has four dispatchers for first and second shifts, and three on the midnight shift.

during a phone interview from the conference.

The yearly conference is intended to discuss 911 issues facing departments around the country. The goal is to come up with ways to make 911 response better.

Gov. M. Jodi Rell has even stepped in to drive home the point about the seriousness of errant 911 calls. She has appeared in a public service announcement on TV, telling residents not to hang up if they accidentally dial 911, says George Pohorilak, director of the office of statewide emergency telecommunications.

In the announcement, the governor tells residents they should stay on the line to let police know the

call was made by mistake and that there is no emergency.

If a call is a hang-up call, or there is silence on the other end of the line, police are immediately dispatched if a return call cannot completely verify that there is no emergency.

A glance through the Enfield daily call log shows that there are several calls labeled "911 hang-up" on a daily basis. In every incident, a responding officer is listed.

Vannais says educating people about the misuse of 911 wouldn't change the response of the department.

"We would still respond to those in any case," Vannais says. "There are times when the caller is not

completely truthful."

Custer says that if South Windsor police are not "100 percent certain that it's an accident, we go."

He said South Windsor has two dispatchers on duty for every shift. East Hartford, a much larger department, has four dispatchers for first and second shifts, and three on the midnight shift, Vannais says. Enfield has a minimum of three dispatchers on each shift.

"Multi-tasking is extremely important and it is a very high, high stress profession because of the demands placed on them," Sferrazza said of police dispatchers. "It is a very under-appreciated position and they do a great job for us."



MADD

Activism Victim Services Education™

**Mothers Against Drunk Driving
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The Cellular Secret

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Now, when motorists are threatened on the roadway, they can call for help.

On December 1, 1997, the Federal Communications Commission (FCC) passed an order that mandates that wireless carriers must process 9-1-1 calls even from phones that have no current wireless service ("uninitialized phones").

Essentially, this leaves us with a great emergency device that is virtually free!

So, whether or not you currently have a cell phone with wireless service, it would be a good idea to keep a fully charged phone without service turned off in your glove compartment for emergencies.

Uninitialized Wireless Phone n.

1. cell phones that have never been subscribed to a carrier's service; out of the box or never activated
2. cell phones that were subscribed to a carrier, but have since been deactivated due to the account being closed or the device being replaced by a new device with the same phone number, etc.

This page is <http://www.maddorangecounty.org/cellular.htm>

Page updated: August 13, 2005

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WATERTOWN, CT 06795
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John F. Carroll
Chief of Police

John Gavallas
Deputy Chief

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Dear Friend:

Last month a coalition of Law Enforcement Agencies and Non-Profits came together to collect and redistribute used cell phones to any community member who needs a 911 phone in the event of an emergency. The coalition is led by our nationwide non-profit organization "Secure the Call Foundation."

Our purpose for contacting you today is a simple one. We're hoping that you'll help us collect old cell phones by asking the employees in your organization to bring in any unneeded cell phones they may have. Once you have completed your collection all you have to do is attach the prepaid mailing label and either give it to your US Postal Service mailman or drop it off at any post office.

Secure the Call Foundation takes the phones, inspects them, cleans them, charges their batteries, and then reprograms them to be used as free 911 emergency phones. Any phone that can be turned on can access 911 services even without a carrier service plan. Then the phones are distributed to domestic violence shelters, senior centers, neighborhood watch groups, school crossing guards and other agencies with an immediate need for 911 access. These free 911 emergency cell phones are available to individuals and organizations nationwide.

Last month Secure the Call held a press conference asking for community support. The response to the conference was immediate and substantial. Many citizens need a phone. In fact, we've received more requests for phones than we currently have available to give out. Far more.




For additional information on the program, extra prepaid mailing labels or to download a tax receipt for your donation, please visit our website at www.donatemycellphone.org or call (888)883-6628.

Sincerely,

****Please send Cell Phones and Batteries ONLY. No chargers or accessories****
(We get new chargers donated to us by one of our corporate donors)

T. Michael Morgan
Executive Director

Cut out Prepaid Label and Affix to Package

POSTAGE DUE COMPUTED BY DELIVERY OFFICE			NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES 
POSTAGE: _____			
PARCEL POST			
MERCHANDISE RETURN LABEL PERMIT # 14 SUNRISE, FL SECURE THE CALL FOUNDATION 12717 W SUNRISE BLVD STE 340			
POSTAGE DUE UNIT US Postal Service 3225 N HIATUS RD FORT LAUDERDALE FL 33345			
 CIT	Thank You for your Cell Phone Donation A Tax Receipt can be downloaded at www.donatemycellphone.org		

(If you received this fax in error call 866-649-8739 to be removed - pin #111307800)



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Story

Deactivated cell phones still call 911

By Mandi Sagez

Posted: Wednesday, May 09, 2007 at 4:58 PM

QUINCY, IL -- When you get a new cell phone...what do you do with your old one?

Before you hand it over to your kids to play with, don't forget to take out the battery.

One of our colleagues learned the hard way that even if you think the cell phone is no longer active, your little angel might dial 9-1-1...and actually get through.

" Basically all the phones are compatible to call 911 still, even if they're not active ," said Ryan Hulett, Sprint Store Express Manager.

" The FCC mandates it with the idea that if someone should pick up a cell phone in an emergency and expect it to dial 911 it should work. The law requires that uninitialized old cell phones still be able to contact 911 ," said Steve Rowlands, Quincy/Adams County 911 Director.

But Rowlands said there is one disadvantage to using a cell phone that's not active.

" There's no phone number assigned to it. It's just an instrument that has the ability to enter the 911 network. We do not have a call back number on that. So, if someone should call and we lose connection or need to call back, we can't do that ," Rowlands said.

Still, your old cell phone can provide good backup in an emergency.

" Basically, if they don't want to give up their old phones...we tell them throw it in your glove box. It's still accessible to 911 in case you lose your phone, break it...so on and so forth ," Hulett said.

If you'd like to donate your old cell phone to someone who could use the 9-1-1 capabilities, you can visit [phones four charity dot org](http://phonesfourcharity.org).

Comments

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Wireless 9-1-1



What is Wireless 9-1-1?

In most areas of North America, citizens have basic or enhanced 9-1-1 service from their landline, or wireline, phones in their homes or workplaces. Basic 9-1-1 means that when the three-digit number is dialed, a call taker/dispatcher in the local public safety answering point (PSAP), or 9-1-1 center, answers the call. The emergency and its location are communicated by voice between the caller and the call taker. In areas serviced by Enhanced 9-1-1, the local 9-1-1 center has equipment and database information that allow the call taker to see the caller's phone number and address on a display. This lets them quickly dispatch emergency help, even if the caller is unable to communicate where they are or what the emergency is.

However, when 9-1-1 calls are made from wireless phones, the call may not be routed to the closest 9-1-1 center, and the call taker doesn't receive the callback phone number or the location of the caller. This presents life threatening problems due to lost response time, if callers are unable to speak or don't know where they are, or if they don't know their wireless phone callback number and the call is dropped.

Three Phases of Wireless 9-1-1

There are 3 phases that are referred to in implementing Wireless 9-1-1. The most basic of these, sometimes called Wireless Phase 0, simply means that when you dial 9-1-1 from your cell phone a call taker at a public safety answering point (PSAP) answers. The call taker may be at a state highway patrol PSAP, at a city or county PSAP up to hundreds of miles away, or at a local PSAP, depending on how the wireless 9-1-1 call is routed.

Wireless Phase I is the first step in providing better emergency response service to wireless 9-1-1 callers. When Phase I has been implemented, a wireless 9-1-1 call will come into the PSAP with the wireless phone call back number. This is important in the event the cell phone call is dropped, and may even allow PSAP employees to work with the wireless company to identify the wireless subscriber. However, Phase I still doesn't help call takers locate emergency victims or callers.

To locate wireless 9-1-1 callers, Phase II must have been implemented in the area by local 9-1-1 systems and wireless carriers. Phase II allows call takers to receive both the caller's wireless phone number and their location information.

Wireless 9-1-1 Requirements

Phase 0: Required by basic 911 rules (according to the FCC). Wireless 9-1-1 calls are to be transmitted to a PSAP regardless of whether being placed by a wireless service subscriber or non-subscriber.

Phase I: April 1, 1998 or within 6 months of being requested by the PSAP, whichever comes later.

Phase II: Originally, October 1, 2001. Specific requirements differ for network-based and handset-based solutions.

Wireless Statistics

In our increasingly wireless society, more and more of the mobile public is dialing 9-1-1 every day—about 86 million people were subscribers of wireless telephone service in 1999. In addition, there are estimates that nearly 46,000 Americans

become wireless subscribers every day.

It is estimated that of the 150 million calls that were made to 9-1-1 in 2000, 45 million of them were made by wireless telephone users—that's 30 percent. This is a ten-fold increase from nearly 4.3 million wireless 9-1-1 calls just 10 years ago, and the number will more than double to 100 million calls in the next five years. It is anticipated that by 2005, the majority of 9-1-1 calls will be from wireless callers.

Beginning this year, statistical information on wireless 9-1-1 will be more exact and readily available within NENA's Report Card to the Nation project. In this first ever nation-wide survey of the industry, NENA will track a variety of 9-1-1 system information including wireline and wireless call statistics, 9-1-1 service levels, legislation, equipment, staffing information, and more.

Frightening statistics about wireless calls to 9-1-1, like those stated above, and the actions of industries tangential to 9-1-1 have brought us together to develop solutions that will ultimately work best for the citizens we serve.

A Critical Public Safety Issue

"[Wireless 9-1-1] is rapidly becoming a critical public safety issue affecting all Americans," said W. Mark Adams, NENA's Executive Director, in a June 1999 NENA press release. "In the 16 years since cell phones were introduced, 9-1-1 operators have not been able to automatically receive the location or even the phone number of people calling from a wireless phone."

The industry set forth to educate itself, our legislators and our public of the critical need for wireless 9-1-1 service. After having been the topic of discussion in 9-1-1 for several years, wireless 9-1-1 service is finally becoming a reality. With a sturdy infrastructure and the technology necessary to support wireless 9-1-1 service, members of each state's public safety community have worked—or are working—tirelessly to pass the legislation necessary to fund this valuable, necessary, and overdue component to the public safety system.

Now, with legislation, funding, and the technology in hand or on the way, the challenge is being met and our wireless telephone users can be confident that—in the future—help will indeed be on the way when they dial 9-1-1 from a cell phone.

Summary of Wireless Issues :

Phase I	Phase II	Strongest Signal	Uninitialized Phones- Unintentional Calls
<p>The FCC deadline for transmitting ANI and pseudo-ANI to the PSAP has come and gone—it was April, 2000. According to NENA, just 8% of PSAPs now have this feature available to them. Besides transmitting the caller's wireless phone number to the PSAP, wireless carriers must also send the address/location of the receiving antenna site, to assist in locating the caller.</p> <p>Now, local comm centers are trying to size up the Phase II possibilities and timeline, and decide if adopting Phase I would be worth the time, trouble and</p>	<p>Under the FCC's rules, wireless carriers must transmit the location of a wireless 911 caller within certain accuracies.</p> <p>It's been 923 days since the FCC's first Phase II deadline.</p> <p>The FCC granted <u>waiver requests</u> from all major wireless carriers in October, 2001, and now Verizon, Cingular and Nextel have filed Petitions for Reconsideration on the waivers, objecting to some sections of the waiver grants.</p>	<p>After strong lobbying from a consumer group, the FCC ordered that analog wireless phones must use any available transmission method and carrier to complete a 911 call.</p> <p>Now, wireless phone manufacturers are marketing compliant phones, although Motorola has been fined for not following the FCC's rules.</p>	<p>When the FCC issued its original rules on wireless 911, they required carriers to accept and pass along 911 calls from any wireless phone, even those who had not been subscribed with a carrier. This was intended to ensure that emergency calls would have a higher probability of being processed and then received at the PSAP.</p> <p>Since these so-called uninitialized phones have no number, they cannot be called back by a dispatcher. Calls from the phones will also not display a telephone</p>

money. In many cases, current 911 equipment is not capable of receiving a 7-digit telephone number and area code -- it was never anticipated that a non-local caller would be dialing 911. So many agencies are facing a considerable expense to upgrade their equipment in order to receive Phase I features. Some are even considering whether to skip Phase I and just upgrade their systems to handle Phase II immediately.

T-Mobile was fined by the FCC in April 2003 for not meeting Phase I implementation deadlines--the FCC alleged T-Mobile let PSAP requests languish for longer than the 6-month time limit.

As of Oct. 2003, the federal DOT says 65% of PSAPs have Phase I service.

There are still lots of PSAP issues, not the least of which is the expense of upgrading 911 equipment to handle Phase II features, and the ability to display the location information -- either a latitude and longitude, or a map display.

Now, the FCC reports that Phase has been deployed in approximately 125 regions across the country, to more than 300 PSAPs in 16 states. They have formed a Wireless E911 Initiative to get things rolling faster, NENA has formed a "SWAT Team" to assist agencies with E911 and wireless, and APCO has formed a non-profit foundation to disperse grants for wireless E911 projects. Also, the FCC has formed an E911 Coordination Initiative to help assist states and localities with implementation.

In June 2003, Brian Tramont, legal counsel to FCC chair Michael Powell, said 400 markets and 800 PSAPs have Phase II service, with 60% of the deployments made during the past 3 months.

number in Phase I or II implementations.

As well, the FCC didn't consider that manufacturers would program into the handset a one-button 911 calling feature, which has generated millions of unintentional, accidental calls by persons who don't use the keypad lock feature, and who place the phone in a purse, bag or back pocket. These calls take a long time to track down and handle.

Now, on-line companies are selling unsubscribed phones and promoting them for personal safety. Non-profit and community groups are collecting wireless phones donated by the public, tweaking them to dial 911 only, and handing them out to victims of domestic violence, taxi drivers, mail carriers, crossing guards, community watch groups and others.

As well, in Sept. 2001 the FCC has asked for more comments on how to handle these phones, both technically and procedurally.

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